Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour

2014/15 Annual Service Plan Report

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Minister's Message and Accountability Statement

The BC Jobs Plan has been building on the strengths of our province's key sectors since its launch in September 2011. Our plan has helped keep B.C.'s economy diverse, strong and growing. That includes the near record 2.3 million people on the job in B.C.; more than $5 billion in economic growth last year; $13.7 billion in economic expansion since 2011, and tens of thousands of new jobs since the release of the *Jobs Plan*.

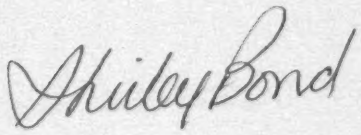
Our *BC Jobs Plan 3-Year Progress Update*, released in September 2014, raised the bar higher with 71 new commitments to support B.C.'s economic future, benefitting all British Columbians. We also put a renewed focus on four new cross-sector areas: Aboriginal Peoples and First Nations, international trade, manufacturing and small business. Each of these areas works together to help drive economic growth and job creation across the eight sectors of the *Jobs Plan*: agrifoods, forestry, mining and energy, natural gas, international education, technology and the green economy, transportation, and tourism.

In April 2014, we launched *BC's Skills for Jobs Blueprint*, our plan to re-engineer B.C.'s education and training system and create a seamless path from classroom to workplace. We are working across government to ensure everyone—young people, older workers, Aboriginal People, the under-employed, and those facing barriers to employment and economic independence—can access the skills training they need for in-demand jobs and ensure British Columbians are first in line for jobs.

In March 2014, the governments of B.C. and Canada agreed to launch the Canada Job Fund, under which the Province receives $65 million annually from the government of Canada. In 2014/15, government invested more than $12 million in the Canada-B.C. Job Fund employer-sponsored training stream for 45 project-based time-limited skills training programs, which lead to a job at the end of training.

Another key sector and economic driver in B.C. is our technology sector. Our reputation continues to grow as a tech hub globally, attracting the best and brightest from around the world. A vital piece of this sector are our creative industries. B.C. has become a destination for digital animation, film and TV production and post-production. The next few years are expected to be significant for the film industry. Approximately 20,000 British Columbians work in the sector and we have provided $343 million in tax credits for motion picture and television production and $37 million for interactive digital media production. *Balanced Budget 2015* extended the Interactive Digital Media Tax Credit to 2018 and expanded the Digital Animation or Visual Effects (DAVE) tax credit to include post-production activities.

The *Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour 2014/15 Annual Service Plan Report* compares the Ministry's actual results to the expected results identified in the *2014/15 - 2016/17 Service Plan*. I am accountable for those results as reported.



Honourable Shirley Bond
Minister

Minister of State for Tourism and Small Business Message and Accountability Statement

B.C.'s tourism and small business sectors are thriving, supported by strong economic growth, a balanced budget and low taxes in British Columbia. By fostering an investment and business friendly climate, our Ministry's work has enabled continued growth and job creation in these sectors.

As one of the key economic sectors in the *BC Jobs Plan*, the tourism sector has made steady progress. In 2013, the sector earned over $13.9 billion dollars in revenue, a 3.6 per cent increase over 2012. The sector also provided employment across every region of the province for over 132,200 British Columbians in the same year—that's about one in every 15 jobs in B.C.

These encouraging trends continued in 2014, with a 5.6 per cent increase in international visitors to our Province. With nearly a quarter of a million more people coming to B.C., we're getting a strong signal that B.C.'s *SuperNatural British Columbia* brand is reaching visitors across the globe. Destination British Columbia (Destination BC), the Province's tourism Crown corporation, is leading the brand revitalization and also working to strategically realign and coordinate B.C.'s tourism marketing resources to keep us competitive in a global marketplace.

We know that small businesses are the heart and soul of communities and a critical economic engine across the province. The diversity and strength of the small business community can be seen in every region, where it continues to be a key driver of job creation and economic growth. Working with small businesses, we're using the B.C. Small Business Accord to set priorities for our Ministry so we can make B.C. the most business-friendly jurisdiction in the country.

We continue to work at reducing burdensome regulations for small business. We know that red tape costs businesses time and money and that's why we have taken 154,000 regulatory requirements off the books since 2001.

We also need to be ready for the opportunities that the liquefied natural gas (LNG) industry represents and make sure B.C. businesses of all kinds benefit from it. In the fall of 2014 we announced a new online tool. Companies can connect with LNGBuyBC.ca and seize the opportunity to heighten their profile for procurement opportunities. The tool will continue to help B.C. companies network and partner to better position themselves to pre-qualify as preferred bidders.

My 2014/15 responsibilities and results as the Minister of State for Tourism and Small Business are listed in Appendix C of this report; I am accountable for those results as reported.

Honourable Naomi Yamamoto
Minister of State for Tourism and Small Business

Message from the Parliamentary Secretary for the *BC Jobs Plan*

Since its launch in 2011, the *BC Jobs Plan* has been working to grow B.C.'s economy and enable job creation.

As Parliamentary Secretary for the *BC Jobs Plan*, I'm proud of the work this Ministry and government have done over the past year to enhance our province's reputation as a great place to invest and do business.

We've continued to work on the *Jobs Plan*—including *B.C.'s Skills for Jobs Blueprint*—preparing British Columbians for future job opportunities. It's a priority to make sure that we produce graduates from our secondary and post-secondary system who are meeting the needs of the new economy, which places a premium on training in trades and technology.

There was also new support for employers and employees in 2014/15. The Canada-B.C. Job Grant offers up to $10,000 in training to fund new or current employees, and WorkBC.ca, which was significantly enhanced last year, is a one-stop website that provides job seekers a single portal to access jobs in B.C.

In 2014/15, we continued to build on our *Jobs Plan* successes by introducing four new cross-sector priority areas— Aboriginal Peoples and First Nations, international trade, manufacturing and small business—in our September 2014 *BC Jobs Plan 3-Year Progress Update*. The *Update* also included a number of new commitments, including:

- Cut the small business tax rate from 2.5 per cent to 1.5 per cent.
- Continue to grow B.C.'s position and reputation as North America's most competitive and dynamic location for Asia Pacific trade, investment and commerce.
- Develop strategies to support the growth of B.C.'s manufacturers, the B.C. aerospace industry, and to leverage marine sector opportunities from the National Shipbuilding Procurement Strategy.
- Launch a province-wide First Nations Database that will enable industry and First Nations businesses to more easily connect.

I look forward to sharing our achievements on these and the many other commitments introduced in 2014 later this year when we release our four-year progress update on the *BC Jobs Plan*.

Greg Kyllo
Parliamentary Secretary for the BC Jobs Plan

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Purpose of the Ministry

The Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour manages key lines of government services that help support and maintain the strong and diverse economy that British Columbians need for a secure tomorrow. Our programs promote a supportive and attractive business and investment environment; maximize investment potential in B.C. communities; develop a skilled labour force that is ready to meet the challenges of our expanding industries; foster thriving small business, tourism and creative sectors; and, support workplaces that are safe, healthy and fair. This means seizing the opportunities and responding to the challenges of a globalized economy in order to support the creation of new jobs and position ourselves for long-term growth.

The Ministry leads cross-government efforts to implement government's economic strategy, *Canada Starts Here: The BC Jobs Plan*. Driven from the focus provided by the *BC Jobs Plan*, the Province has experienced growth and new opportunities, with over $5 billion in economic growth in 2014 alone. The Ministry also works closely with the Ministries of Education and Advanced Education to implement *B.C.'s Skills for Jobs Blueprint*—government's comprehensive strategy to re-engineer B.C.'s education and apprenticeship systems. Additionally, the Ministry collaborates with government, industry and communities to help advance government's LNG agenda.

The technology sector is also a vital part of the British Columbia economy. Technology firms create goods and services that benefit other parts of the economy by improving productivity and profitability. The technology sector in B.C. is relatively small, but the province is home to high tech clusters in areas such as digital media and biotechnology that are among the best in the world.

The Ministry has an oversight role for the following Crown agencies: Destination British Columbia; Industry Training Authority (ITA); Nechako-Kitamaat Development Fund Society; and Trades Training Authority of BC. For more information about the Ministry's many areas of responsibility and key initiatives visit the Ministry website at www.gov.bc.ca/jtst.

Strategic Direction and Context

Strategic Direction

The Ministry's 2014/15 – 2016/17 Service Plan was informed by Premier Christy Clark's June 10, 2013 mandate letters to the Honourable Shirley Bond, Minister of Jobs, Tourism and Skills Training and Minister Responsible for Labour and the Honourable Naomi Yamamoto, Minister of State for Tourism and Small Business. The mandate letters included direction to, among others: balance the ministerial budget; update and continue to drive forward on the *BC Jobs Plan*; review the role and function of the ITA; work with government partners to develop a seamless 10-year skills training plan for youth; execute on *Gaining the Edge*, the provincial tourism strategy; and, implement the BC Small Business Accord. Details on the mandate letters and their implementation can be found in Appendix C of this report.

In addition to the strategic priorities outlined in the June 2013 mandate letters, the introduction of provincial Taxpayer Accountability Principles (TAP) in June 2014 provided a framework to enhance greater strategic engagement between the Ministry and its associated Crown corporations. The Ministry worked with its Crown corporations to implement the TAP to strengthen accountability, promote cost control and support strategic alignment so that these public sector agencies can continue to be effective and efficient in their service delivery, while doing so with integrity and respect and in the best interests of taxpayers.

Strategic Context

A number of internal and external factors affected the Ministry's operations during 2014/15. The most significant of these included:

- The release of an independent review of the ITA and the launch of *B.C.'s Skills for Jobs Blueprint* in April 2014 to re-engineer the way education and training is offered and funded in B.C.
- The signing of the new Canada-BC Job Fund Agreement by the federal and provincial governments, which resulted in the Canada-BC Job Grant program being introduced in B.C.
- The expansion of the Ministry's Provincial Nominee Program, including an increase to B.C.'s allocation of nominations (from 4,150 in 2014 to 5,500 in 2015) and the introduction of a new Express Entry BC skills stream that will allow the Province to nominate more skilled workers.
- The release and ongoing implementation of Gordon Macatee's *WorkSafeBC Review and Action Plan* in the aftermath of the 2012 tragic sawmill explosions in Prince George and Burns Lake.
- Significant economic dislocations in the communities of Houston, Quesnel, Tumbler Ridge, Fraser Lake, Canal Flats and Port Alice, which necessitated support from the Ministry's Community Transition Services team.
- Signs of steady growth in the tourism sector and the launch of a new provincial tourism brand by Destination BC.
- Strong growth in the film and television sectors, due largely to a favourable exchange rate, stable tax credit regime and highly skilled workforce.

Report on Performance

Goals, Objectives, Strategies and Performance Results

The reference point for this annual report is the Ministry's 2014/15 – 2016/17 Service Plan which, as noted, was informed by mandate letters from Premier Christy Clark. At the end of the fiscal year, eight (out of ten) of the deliverables listed in Minister Bond's mandate letter were complete, with the remaining two being of an ongoing nature, and three (out of six) of the deliverables listed in Minister of State Yamamoto's letter were complete, with the remaining three ongoing. The status of each deliverable is shown in Appendix C of this report.

In 2014/15, the Ministry undertook a number of key actions to advance the TAP across its Crown corporations and to foster a principled culture of efficiency and accountability at all levels. This included the development of TAP Engagement Plans to formally establish a schedule of regular meetings between Ministers, Board Chairs, Deputy Ministers and Chief Executive Officers to discuss relevant and current corporation business, including reviewing achievement of the goals, objectives, performance measures, financial targets and risk assessments identified in each Crown corporation's Service Plan. The TAP Engagement Plans also promoted increased communication with respect to government direction; actions and decisions that are consistent with government's mandate and priorities; and increased responsiveness to taxpayers' needs. Each Crown corporation developed and posted a comprehensive Code of Conduct that reflects the TAP. Crown Boards and executives have been informed and trained in the TAP.

Going forward, ministries and Crown corporations will be required to develop annual Evaluation Plans to report on performance against the TAP. Performance measures will be confirmed in 2015/16 and will be publicly reported as part of the 2015/16 Annual Service Plan Reports. The Ministry will continue working with its Crown corporations to support red tape reduction strategies and citizen focus as a priority commitment of government.

Consistent with its mandate letter direction, over the past fiscal year the Ministry worked towards achieving the following broad outcomes:

Goal 1: British Columbia is recognized globally as a preferred place to invest and do business, in order to foster job creation

Goal 2: Investment potential in each of British Columbia's regions and communities is maximized

Goal 3: British Columbia's small business, tourism and creative sectors are thriving

Goal 4: British Columbia has a highly skilled and competitive labour force

Goal 5: Safe, healthy and fair workplaces, where employers and workers prosper and contribute to British Columbia's economic growth and prosperity

The remainder of this report details the strategies the Ministry pursued in 2014/15 to achieve the above goals as well as its progress specific to the eight associated performance measures.

Goal 1: British Columbia is Recognized Globally as a Preferred Place to Invest and do Business, in Order to Foster Job Creation

In today's globalized world, capital and businesses are more mobile than ever, flowing easily across borders to where opportunities for growth are the greatest. To successfully compete in this environment, B.C. must become globally recognized as a preferred place to invest and do business. This means supporting potential investors and removing red tape that hinders economic growth.

In 2014/15, the Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour shared Goal 1 with the Ministry of International Trade. The two ministries continue to collaborate closely to attract and retain investment in the Province.

Objective 1.1: Facilitate Major Investments

Investment is a key driver of economic growth and investment by major investors in particular can bring significant benefits to an economy. It is therefore crucial for government to ensure such investment is welcomed and supported in our Province.

Strategies

Key strategies over the past year included:

- Assisting global investors in taking projects from idea to completion by bringing proponents, various levels of government and First Nations together to advance investment decisions.
- Working across government to help facilitate timely permitting and approvals for major projects.
- Through the Major Investments Office's hosting activities—such as expediting airport arrivals, arranging visits to remote sites, and identifying appropriate officials for meetings—ensuring that significant investors had a positive experience when visiting B.C.

Objective 1.2: Reduce Red Tape for Businesses and Citizens

Reducing the regulatory burden on citizens and businesses is critical for improving British Columbia's economic competitiveness, attracting international investment and providing citizens with easy access to government service and programs.

Strategies

Key strategies over the past year included:

- Continued focus on reducing red tape and unnecessary regulations that hinder economic growth, including the removal of 1,740 additional regulations across government in 2014/15.
- Partnering with local, federal and other provincial governments to reduce the overall regulatory burden for British Columbians.
- Supporting efforts to assess and streamline provincial services across sectors to make it easier for businesses and citizens to interact with government and create new jobs.
- Publishing an Annual Regulatory Reform Report to demonstrate government's progress on cutting red tape and reducing regulatory burden.
- Extending the Net Zero increase policy government-wide until 2019.
- Successful delivery of Red Tape Awareness Week in 2014. In recognition of its efforts to reduce red tape and streamline regulatory requirements, the Province received an 'A' grade from the Canadian Federation of Independent Business requirements in 2014. This is the fourth consecutive year for which B.C. has received this distinction.

Performance Measure 1: Net Change in the Number of Government-wide Regulatory Requirements Since 2004

Performance Measure	2004 Baseline	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Net change in the number of government-wide regulatory requirements since 2004	228,941	206,059 -10.0%[1]	206,566 -9.8%[1]	0 net increase[1]	204,826 -10.5%[1]	0 net increase[1]	0 net increase[1]

Data Source: **Regulatory Reform Database, Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.**

[1] From the 2004 baseline.

- B.C.'s regulatory environment is critical to the ability of businesses to invest and grow in this Province.
- The net zero increase target reflects government's continued commitment to reducing the regulatory burdens placed on citizens and businesses.
- Government has exceeded the goal of zero net increase in regulatory requirements in 2014/15, achieving a 10.5 per cent reduction from the 2004 baseline count, for a total reduction of 43 per cent since 2001.
- Last year, the Province extended its commitment to a net zero increase in regulatory requirements to 2019.
- The Ministry publishes regulatory requirement count information on its website at www.gov.bc.ca/regulatoryreform.

Goal 2: Investment Potential in Each of British Columbia's Regions and Communities is Maximized

Investment is a key contributor to economic growth. The Ministry works to support communities and regions become investment-ready by assisting with economic development strategies and by attracting and facilitating investments across the Province. The Ministry also works with industry and their representative associations to identify and reduce barriers and constraints to job creation and growth – thereby improving productivity and competitiveness. Since the *Canada Starts Here: The BC Jobs Plan* was launched in the fall of 2011, B.C. has added tens of thousands of jobs and the provincial economy has grown by $13.7 billion. The Ministry will continue as the provincial lead responsible for the *BC Jobs Plan*, working across government and with partners to optimize opportunities for job creation.

Objective 2.1: Enhance Investment Attraction and Economic Opportunities within Each of B.C.'s Eight Key Industry Sectors

The Ministry works to engage communities and regions to become investment-ready by supporting economic development strategies that make investment a priority and by attracting and facilitating investment across the Province in order to drive job creation.

Strategies

Key strategies over the past year included:

- Continuing to implement the BC Jobs Plan and releasing annual reports on its implementation, including through the September 2014 release of the BC Jobs Plan 3-Year Progress Update, which refreshed the plan by setting 71 ambitious new Looking Ahead Commitments across the eight BC Jobs Plan sectors and four cross-sector areas.
- Ensuring B.C.'s economic strategy and priorities are well communicated.
- Informing government policy and programming on how to improve the investment climate for B.C.'s eight key sectors and link industry to programs and information helpful in making investment decisions.
- Supporting the work of the Aboriginal Business and Investment Council.
- Connecting B.C.'s international trade representatives from the Ministry of International Trade with business opportunities and products in B.C.
- Developing and implementing sub-sector strategies to grow and advance the marine, aerospace and manufacturing industries.

Performance Measure 2: Development and Implementation of the Marine, Aerospace and Manufacturing Sub-sector Strategies

Performance Measure	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Development and implementation of the marine, aerospace and manufacturing sub-sector strategies	N/A[1]	N/A[1]	Three sub-sector strategies completed	Three sub-sector strategies completed	50% of strategy commitments underway	75% of strategy commitments underway

Data Source: **Economic Development Division, Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.**

[1] This measure first appeared in the 2014/15 Service Plan.

- The *BC Jobs Plan 3-Year Progress Update* committed to developing plans to support the growth of B.C.'s manufacturers, the B.C. aerospace industry and marine sector opportunities fom the National Shipbuilding Procurement Strategy. The plans will support economic growth by increasing industry engagement, enhancing investment and job opportunities and developing and linking provincial capabilities with domestic and international opportunities.

Objective 2.2: Increase the Capacity of Communities to Support Economic Development, Diversification and Resilience Across all Regions of B.C.

The growth and diversification of B.C.'s industries benefits communities and regions across the province. The Ministry works with communities to identify and harness opportunities within each of our key economic sectors and encourages collaboration at local, regional and provincial levels to help strengthen and grow diversified regional economies.

Strategies

Key strategies over the past year included:

- Developing and sharing economic development best practices, government programming and supports with municipalities, regional districts and First Nation communities.
- Advancing and implementing priority economic initiatives established through four regional Economic Collaborative Forums within the communities of the Elk Valley, Northwest, Lytton-Clinton-Lillooet and Quesnel. Please visit the Regional Economic Collaboratives website for more examples of projects and successes.
- Supporting the work of the Ministry of Forests, Lands and Natural Resource Operations pertaining to rural development and ensuring that an economic perspective is applied to rural development decisions.
- Providing communities and businesses with online economic development tools such as the Business Attraction Toolkit, OpportunitiesBC, BC Economic Atlas and First Nations Economic Development Database.

- Providing transition assistance to communities that are undergoing significant economic dislocation—often due to the closure or indefinite shut-down of a major employer in the community—such as Canal Flats, Fraser Lake, Houston, Likely, Port Alice, Quesnel and Tumbler Ridge.
- Supporting a cross-provincial tour of B.C.'s international trade and investment representatives.
- Completing a series of 15 land development readiness and marketing workshops to support communities in viewing priority land parcels as economic opportunities.

Performance Measure 3: Number of Investment Opportunity Listings Available through the OpportunitiesBC Website

Performance Measure	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Number of investment opportunity listings available through the OpportunitiesBC website	N/A[1]	N/A[1]	840	888	N/A[2]	N/A[2]

Data Source: OpportunitiesBC website.

[1] This measure first appeared in the 2014/15 Service Plan.

[2] The Ministry of International Trade is expected to release a comprehensive website in 2015 that will include many of the key features of OpportunitiesBC as well as additional enhancements for the investor client. Accordingly, this measure is no longer included in the Ministry of Jobs, Tourism and Skills Training' Service Plans beyond the 2014/15 fiscal year.

Goal 3: British Columbia's Small Business, Tourism and Creative Sectors are Thriving

The small business, tourism and creative sectors are key segments of B.C.'s economy and ones that the Ministry has a direct role in supporting. Over the past year, the Ministry has been building on key achievements and initiatives, such as the Small Business Accord, the LNG-Buy BC Program and *Gaining the Edge*, the Province's five-year strategy for tourism, to promote growth and job creation across these sectors.

Objective 3.1: Make B.C. the Most Small Business Friendly Jurisdiction in Canada by Reducing Red Tape, Streamlining Information and Processes, and Improving Tools and Resources to Support Business Startup, Growth and Competitiveness

Small business drives job creation, productivity and economic growth. The Ministry continues to lead efforts in support of small businesses' start-up, growth and competitiveness by maintaining a healthy and vibrant environment, which allows small businesses to thrive.

Strategies

Key strategies over the past year included:

- Implementing initiatives that support the BC Small Business Accord, making it easier to do business in B.C., including new initiatives identified through the Small Business Roundtable.
- Implementing the Small Business Awareness Strategy to ensure that government policy and programs are developed and implemented with a small business lens and that information and programs to support small business are marketed in a coordinated and effective way.
- Continuing to support Junior Achievement BC to deliver entrepreneurial education and work-readiness programs to students across British Columbia
- Continuing to provide and improve tools and resources to support the start-up and growth of small businesses, including Small Business BC and BizPaL.
- Continuing to support the Premier's People's Choice Award, as part of a series of Small Business BC awards that recognize the best of B.C.'s small business community.
- Continuing to consult and work with local governments to expand the geographic coverage of the Mobile Business License Program and streamline and simplify the licensing process to making it easier to do business in B.C.
- Identifying key succession planning issues facing small businesses seeking to sell their business. In 2014, the Ministry entered into a Shared Cost Arrangement with Venture Connect to deliver 30 regional business succession planning training workshops to business owners throughout the province. In addition, 20 regional Train-the-Trainer workshops were held to support further business succession planning training in the regions.
- Continuing to develop, deliver and promote the LNG-Buy BC Program to allow B.C. businesses to take full advantage of LNG opportunities. Since its launch in November 2014, over 500 businesses have signed up for the LNG-Buy BC online tool, and 22 workshops have been delivered in 11 communities to over 800 businesses around the province.
- Developing and implementing a supplier development initiative that raises the productivity and competitiveness of B.C. businesses in key economic sectors. In March 2015, a multi-year, multi-sector B.C. supplier development program was initiated in partnership with the Industrial Marine Training and Applied Research Centre.
- Continuing to support the reduction of the small business tax rate by 40 per cent by 2016/17.
- Supporting the Premier's Women's Economic Council to provide advice on how government policy and program changes can help further women's business opportunities in the province.

Objective 3.2: Work to Ensure a Globally Competitive Tourism Industry by Working with the Tourism Sector to Better Align and Focus Marketing Activities, Pursue Emerging Markets and Support New Business Opportunities Across All Regions of the Province

As a key sector in British Columbia's economy, efforts to ensure a globally competitive tourism industry directly support economic growth and job creation in B.C.'s communities. B.C.'s tourism industry is enjoying a period of steady growth in revenues, employment, wages, and the number of visitors, despite fierce global competition and a challenging world economy. The tourism industry

earned over $13.9 billion in revenue in 2013. It remains a key job creating sector with 132,000 people working in 19,000 tourism businesses in B.C.

Strategies

Key strategies over the past year included:

- Executing *Gaining the Edge 2012-2016*, the provincial tourism strategy, by working with Destination British Columbia and other key partners. Key accomplishments under the plan include the launch of Destination BC, and the introduction of a three-year Corporate Strategy and marketing plan with focused attention on key markets.
- Working with Destination BC to market British Columbia as a tourist destination and promote the development and growth of the tourism sector to increase revenue and employment in the industry (including through Destination BC's new three-year Corporate Strategy and the revitalized Super, Natural British Columbia® tourism brand, which won top prize at the prestigious Internationale Tourismus- Börse, a German Trade Fair).
- Continuing to remove barriers to tourism growth. 2014/15 successes included the addition of several new direct air services between YVR and key markets, including Paris, Australia and Japan.
- Completing a plan, with Destination British Columbia, BC Parks and the Ministry of Transportation and Infrastructure, to maximize the tourism benefits of provincial infrastructure by investing $3 million per year over the next three years to enhance visitor services and rest stops across B.C.
- Increasing the flow of international travelers by working with the federal government and other provincial and territorial governments to improve traveler access (e.g., border issues, visa issues and air access). Key accomplishments under this strategy included a new Canadian expedited visa processing program (CAN+) in India and Mexico and a new preclearance agreement between Canada and the United States that streamlines customs and immigration inspections.
- Improving the effectiveness and accountability of the Municipal and Regional District Tax program (MRDT) in order to better align and amplify results from community and provincial marketing activities. Work under this strategy supported amendments to the *Provincial Sales Tax Act*, which were announced as part of *Balance Budget 2015* and which will increase the maximum limit for the rate of tax collected under the MRDT by one per cent (from two to three per cent).
- Building on existing partnership networks with First Nations tourism entrepreneurs to support regional business development and job creation. With 301 Aboriginal tourism businesses—representing 18 per cent of all Aboriginal tourism businesses in Canada—now operating in the province, B.C. has already surpassed its *Jobs Plan* target of 300 Aboriginal tourism businesses by 2017.

Performance Measure 4: Total Provincial Tourism Revenues

Performance Measure	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Total provincial tourism revenues	$13.5 billion	$13.9 billion	$16.1 billion	Available in Fall 2015[1]	5% growth[2]	5% growth[2]

Data Source: **BC Stats.**

[1] The data for this measure is compiled by BC Stats and is normally not available until the fall of the following year.

[2] The targets for 2015/16 and 2016/17 set in the Ministry's 2014/15 – 2016/17 Service Plan were $17.2 billion and $18.0 billion respectively. Starting in the Ministry's 2015/16 – 2017/18 Service Plan, the targets for this measure are being set as percentages rather than as absolute numbers, with 5 per cent growth as the target in each of 2015/16 and 2016/17.

- Provincial tourism revenues are an overarching industry indicator of tourism growth in the province and a key measure for tracking the health and growth of the tourism industry.
- Tourism revenues for 2014 are calculated by BC Stats and will not be available until Fall 2015.
- Revenues may be lower than forecast in the 2014/15 – 2016/17 Service Plan due to slower-than-anticipated recovery in the global economy that has impacted revenue growth since 2012. However, despite a sluggish world economic recovery, B.C. still saw a 3.6 per cent increase in tourism revenues in 2013 over 2012 and a 44.3 per cent increase from 2003.
- By many indications, 2014 was another strong year for tourism. International overnight vistor entries increased, marking the third consecutive year of growth for B.C. Total international overnight entries to B.C. were up 5.3 per cent compared to 2013. Of the 17.1 million international overnight visitors to Canada, 27.2 per cent arrived in B.C. Total overnight entries from Asia-Pacific to B.C. were up 11.7 per cent in 2014. We continued to see growth from China, up 26.2 per cent in 2014. Of the 2.0 million visitors from Asia-Pacific to Canada, 51.1 per cent arrived in BC.
- This measure is calculated on a calendar year basis. For example, the 2014/15 target is based on the period from January 1, 2014 to December 31, 2014.

Objective 3.3: British Columbia has a Dynamic and Sustainable Creative Sector

B.C.'s creative sector covers a wide range of products and services, many of them interconnected and all highly innovative, employing cutting edge technology. British Columbia's creative sector remains a strong contributor to the Province's economy, supporting an estimated 20,000 jobs in the film and television industry and 16,500 jobs in the digital media sector.

Strategies

Key strategies over the past year included:

- Partnering with BC Stats and sector stakeholders to evaluate the size and economic impact of B.C.'s creative sector and working to raise awareness of the sector's contributions.
- Supporting work to build new opportunities for British Columbia's screen-based content and services, including development of a British Columbia presence in Los Angeles and through new Bollywood partnerships and initiatives, including the appointment of a new Special Envoy for Film to India.

- Supporting work to ensure an effective tax credit regime for the film, television and digital media sectors, including revisions to the DAVE credit to include post-production and extension of the Interactive Digital Media Tax Credit to 2018.
- Supporting work to expand opportunities for value-added jobs and economic activities including a one-stop shop for investors looking to start new digital ventures in British Columbia.
- Continuing to support the unique role of Creative BC in advancing the interests of British Columbia's creative sector through more than $2 million in funding to the agency.

Performance Measure 5: Value of Annual Motion Picture Production Expenditures in British Columbia

Performance Measure	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Value of annual motion picture production expenditures in B.C	$1.476 billion	$1.447 billion	$1.1 billion	$2.023 billion	N/A[2]	N/A[2]

Data Source: **Creative BC – data is compiled by Creative BC based on BC Tax Credit Certifications. Results are reviewed and approved by the Ministry of Finance.**

[1] This measure was discontinued in February 2015 following a review showing that the Ministry has limited impact on the measured outcome. While the Ministry is responsible for provincial film policy, the Ministry of Finance has the important role of setting tax policy for the motion picture industry and Creative BC is responsible for the delivery of programs to support and develop the sector.

- Production spending provides a reliable indicator of job creation within the sector.

Goal 4: British Columbia has a Highly Skilled and Competitive Labour Force

B.C. needs a skilled labour force to support job creation and economic growth. In line with *B.C.'s Skills for Jobs Blueprint*, the Ministry provides leadership to reduce demand-supply gaps in the labour market through targeted, data-driven skills development programs, the provision of labour market information, and support for the attraction of new workers and entrepreneurs to the Province.

Objective 4.1: Support British Columbians to be First in Line for the Jobs of Today and Tomorrow by Helping them Develop the Skills Needed to Take Advantage of Job Opportunities

The B.C. labour market is a dynamic environment with emerging and evolving labour market needs. Understanding this dynamic and developing responsive skills training is key to providing British Columbians with the skills necessary to thrive in a globally competitive environment. To address the job openings expected in B.C. as the result of retirements and economic growth, the Ministry is working with its partners in education and industry to ensure that education and training programs are well aligned with changing labour market demands.

Strategies

Key strategies over the past year included:

- Working with the Ministries of Advanced Education and Education to develop and implement the *BC's Skills for Jobs Blueprint*, as the basis of a comprehensive re-engineering of our trades training and education system and a seamless training plan for youth.
- Implementing strategies to enhance the performance and outcomes of B.C.'s industry training system based on the recent review of the role of the Industry Training Authority.
- Allocating funds to meet B.C.'s unique labour market needs, including delivering on the new Canada-BC Job Grant to help employers invest in their workforce by providing training to new and existing employees.
- Working with other provinces and the federal government to harmonize apprenticeship programs across the country to facilitate apprentice mobility.
- Ensuring the best available labour market information is used to align skills training priorities with labour market needs by establishing the Labour Market Information Office and publishing the Labour Market Outlook 2012-2022.
- Working with industry, training organizations and labour to identify further areas of apprenticeship reform in order to improve results and reduce barriers to apprenticeship participation.
- Providing up to $7.9 million a year to industry sector partnerships to help them identify their skills and workforce needs.
- Reviewing sectoral jobs roundtable outcomes to ensure that government is meeting the needs of industries as they face the challenges of a growing economy and developing a strategy to further enhance support.
- Implementing over $1 million in sector-specific initiatives to facilitate foreign qualifications recognition and immigrants' integration into the labour market and the economy.
- Working with the Ministry of Education to identify best practices and pilot new programs to ensure high school students are able to obtain applied trades skills while in high school.
- Increasing training and job opportunities by providing $10 million in funding to support training programs for women, immigrants and Aboriginal people.
- Helping all British Columbians make informed education, training and career decisions through WorkBC.ca enhancements, an online Job Bank and outreach across the Province (including the youth-focused FindYourFit tour and social media updates).

Objective 4.2: Attract and Retain New Workers, Entrepreneurs and Students Throughout British Columbia and Facilitate Integration of them and their Families

The Ministry works to attract and retain new workers, entrepreneurs and students to the Province through programs like the B.C. Provincial Nominee Program (PNP) and WelcomeBC.ca. The PNP is an important tool for immigrant attraction and selection based on provincial labour market and economic development priorities, while WelcomeBC.ca provides comprehensive information tools to promote immigration pathways to B.C. The Ministry also implements immigrant integration programs in communities across the province.

Strategies

Key strategies over the past year included:

- Promoting the PNP to attract and retain more immigrants to help meet regional economic and labour market needs in support of *BC Jobs Plan* priorities.
- Selecting skilled immigrants and experienced entrepreneurs for accelerated permanent residence through the PNP and achieving 100 per cent usage of the annual federal nomination allocation.
- Examining ways to modernize the PNP application process to ensure its efficiency.
- Improving employers' access to workers from outside the Province by providing them with information and supports to access programs, completing 32 domestic outreach activities with employers and industry representatives, and developing pilot projects to streamline the attraction and retention of temporary foreign workers and international students in B.C.
- Working with Canada to enhance the responsiveness of federal immigration programs to B.C.'s unique labour market and economic needs, in particular by working with Citizenship and Immigration Canada to increase B.C.'s annual PNP allocation levels.
- Developing and implementing social marketing strategies to promote B.C. as a destination of choice to work and live.
- Providing $4 million in settlement and integration support for newcomers to B.C. who are not eligible for federal services, including information and assistance for temporary residents on pathways to citizenship.
- Supporting prospective immigrants and newcomers' to find the information they need through integrated engagement that includes WelcomeBC.ca enhancements and innovative tools, translated information, current labour market information and updated job profiles, BC Newcomers Guide, outreach including events, pre-arrival guides and digital success stories.

Performance Measure 6: Percentage of Foreign Worker and Entrepreneur Nominations Processed Each Year under the Provincial Nominee Program

Performance Measure	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Percentage of foreign worker and entrepreneur nominations processed each year, based on the total PNP targets allocated by the federal government[1]	100%	100%	100%	100%	Maintain	Maintain

Data Source: **Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour. PNP Skills and Business Immigration databases.**

[1] This measure includes Business Skills Immigration and Express Entry BC categories and relates to the number of principal applicants.

- This measure is a key indicator of the Ministry's efforts to attract and retain workers and entrepeneurs to B.C.

- The PNP offers accelerated immigration for qualified skilled workers and experienced entrepreneurs who can contribute economically to the Province. While the PNP is a provincial program, the federal government sets the annual number of nominations (principal applicants) available to each province and is responsible for making the final immigrant selection decision and issuing permanent resident visas. The Ministry's target is to utilize 100 per cent of this federal allocation each year. In 2014/15, this meant the nomination of 4,150 foreign workers and entrepreneurs through the PNP, plus an additional 115 nominations through the new federal Express Entry category.

Goal 5: Safe, Healthy and Fair Workplaces Where Employers and Workers Prosper and Contribute to British Columbia's Economic Growth and Prosperity

The Ministry supports the *BC Jobs Plan* by maintaining a stable labour environment in the Province and by supporting a fair workers' compensation system and minimum employment standards. In practice, this means reducing strikes and labour disruptions by monitoring and assisting parties in negotiations. It also means balancing the interests of employers and workers. The Ministry does this through employment standards and workplace health and safety standards that attract and protect all B.C. workers and through a fair and equitable workers' compensation system for workers and employers.

Objective 5.1: Labour Laws and Policy are Responsive to, and Supportive of, the Evolving World of Work

Labour laws and policy that are responsive to the realities of the modern workplace helps to ensure that it is relevant and meaningful for British Columbian workers and employers.

Strategies

Key strategies over the past year included:

- Monitoring the evolving world of work and collecting feedback on labour laws, policy and other key issues through ongoing communication and dialogue with workers, employers, stakeholders and the public.
- Identifying opportunities to enhance labour laws and policy to ensure they align with and support strategic outcomes, including the *BC Jobs Plan*.
- Delivering on government's commitment to restore heart disease in firefighters to the list of presumptive occupational diseases recognized by WorkSafeBC.

Objective 5.2: Clients and Stakeholders are Aware of and Understand Labour Requirements and Processes

Awareness and understanding of labour requirements and processes is crucial to ensuring that employers and workers are able to fully access their rights as well as carry out their responsibilities with respect to safe, healthy and fair workplaces.

Strategies

Key strategies over the past year included:

- Conducting outreach, education and training and making educational materials available in relation to employment standards, the workers' compensation system and the Labour Relations Code.

- Leveraging our workforce's diverse abilities and skills to deliver multilingual services where practicable, including videos, written materials and translated voice services.
- Providing direct workers' compensation assistance, guidance, representation and advisory services to workers and employers through the Workers' Advisers Office and the Employers' Advisers Office.

Performance Measure 7: Percentage of Employers Whose Employment Practices Resulted in No Complaints Being Registered with the Employment Standards Branch

Performance Measure	2004/05 Baseline	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Percentage of employers whose employment practices resulted in no complaints being registered with the Employment Standards Branch	97.7%	97.6%	97.8%	97.7%	98.0%	Maintain or improve	Maintain or improve

Data Source: **B.C. Employment Standards Branch, Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour; Statistics Canada CANSIM database.**

- This performance measure is both a reflection of labour stability and employer and worker knowledge of requirements and processes. A high percentage of employers without employee complaints registered with the Employment Standards Branch (ESB) indicates a comprehensive and wide-spread understanding of Labour requirements and processes. This in turn creates the stable labour climate that the *BC Jobs Plan* is based on.
- While there are no specific national benchmarks for this performance measure, other jurisdictions within Canada have also adopted this measure as a means to track labour stability. The measure is determined by dividing the total number of employers subject to complaints filed with the ESB within a fiscal year by the total number of business locations with employees throughout the province.

Objective 5.3: Accessible, Reliable and Timely Services

Timely, accurate and quality decisions are critical for ensuring that a fair and effective Employment Standards process exists, and to the successful delivery of Ministry programs and services. Our commitment to service excellence is reflected in the way we interact with the public and our clients; we set service delivery standards to ensure consistency. We also engage our clients to identify ways we can further improve.

Performance Measure 8: Percentage of Employment Standards Branch Cases Resolved Within 180 Days

Performance Measure	2010/11 Baseline	2012/13 Actual	2013/14 Actual	2014/15 Target	2014/15 Actual	2015/16 Target	2016/17 Target
Percentage of Employment Standards Branch cases resolved within 180 days	78%	74.8%	74.5%	Greater than 78%	81.1%	Greater than 78%	Greater than 78%

Data Source: **B.C. Employment Standards Branch, Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour.**

- By aiming to resolve cases within the 180-day time period, we are able to establish clear expectations for workers and employers and can ensure workers will receive any money they are owed within a designated time period (to the extent there are funds available).
- The measure is based on a 2010/2011 baseline and is calculated by dividing the number of cases resolved within 180 days by the total number of cases filed.

Strategies

Key strategies over the past year included:

- Track, analyze and report out on service timelines.
- Use client satisfaction surveys to gather feedback about how service delivery can be improved.

Financial Report

Management Discussion and Analysis

This Management Discussion and Analysis reports on the Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour financial results for the year ended March 31, 2015 and should be read in conjunction with the Financial Report Summary Table provided below.

Operations:

- This year, the Ministry realized savings in some program areas, which were used to offset the costs of providing additional support to small business development initiatives, operation of the new Wood Innovation Design Centre (WIDC) and to provide support for the expansion B.C.'s world-class aerospace cluster.
- Additional financial appropriation was provided through access to contingencies to support aerospace initiatives as well as provide $1 million in funding to Junior Achievement—the world's largest not-for-profit organization dedicated to educating young people about business.

Capital Projects:

- The Ministry made $10.88 million in capital expenditures in the construction of the WIDC in fiscal 2014/15. WIDC will house wood-related research facilities and classes with the University of Northern British Columbia, as well as office space for potential industry and provincial use. WIDC was substantially completed in the fall of 2014. The Ministry's capital budget of $1.863 million will be directed towards leasehold improvements for the Centre in 2015/16.

Three year outlook:

- The Ministry's notional budget allocation from 2015/16 through 2017/18 is stable with sufficient appropriation to continue core program delivery.

Financial Report Summary Table

	Estimated	Other Authorizations[1]	Total Estimated	Actual	Variance[2]
Operating Expenses ($000)					
Labour Market and Immigration Initiatives	17,248		17,248	16,731	(517)
Tourism and Small Business	7,470	1,000	8,470	9,372	902
Major Investments Office	2,871		2,871	1,875	(996)
Economic Development	6,800	184	6,984	7,697	713
Transfers to Crown Corporations and Agencies	145,418		145,418	145,418	-
Executive and Support Services	3,881		3,881	3,779	(102)
Northern Development Fund	500		500	500	-
Labour Programs	14,697		14,697	14,547	(150)
Sub-Total	**198,885**	**1,184**	**200,069**	**199,919**	**(150)**
Adjustment of Prior Year Accrual[3]	0	0	0	(105)	(105)
Total	**198,885**	**1,184**	**200,069**	**199,814**	**(255)**
Ministry Capital Expenditures (Consolidated Revenue Fund) ($000)					
Executive and Support Services	9,472	0	9,472	10,876	1,404
Labour	3	0	3	0	(3)
Total	**9,475**	**0**	**9,475**	**10,876**	**1,401**

[1] "Other Authorizations" include Supplementary Estimates, Statutory Appropriations and Contingencies. Amounts in this column are not related to the "estimated amount" under sections 5(1) and 6(1) of the *Balanced Budget and Ministerial Accountability Act* for ministerial accountability for operating expenses under the *Act*.

Other Authorizations:

Contingencies Access	**$1.184 million**
Junior Achievement of BC	$1.000 million
Aerospace Sector Development	$0.184 million

[2] Explanations of variances greater than 5 per cent

Labour Market and Immigration Initiatives: Under expenditure due to mandated savings.

Tourism and Small Business: Over expenditure due to small business development initiatives.

Major Investments Office: Under expenditure due to mandated savings, hiring lags, and operational savings to offset pressures in other divisions.

Economic Development: Over expenditure due to operating costs for the Wood Innovation and Design Centre.

Labour: Under expenditure due to mandated savings.

Capital: Construction and tenant improvement costs for the Wood Innovation and Design Centre. Variance is due to the timing of cash flows to align with the construction schedule.

[3] The Adjustment of Prior Year Accrual of $0.105 million is a reversal of accruals in the previous year.

Nechako-Kitamaat Development Fund Society

Organizational Overview

The Nechako-Kitamaat Development Fund Society (NKDFS) was incorporated on August 18, 1999 to support sustainable economic activity in northern communities affected by the Kemano Completion Project and by the creation of the Nechako Reservoir. The Government of British Columbia provides NKDFS with $500,000 annually from the Northern Development Fund, a 50-50 cost-sharing partnership fund created by the Province and Alcan.

NKDFS spends the income from its long-term investments on programs and projects that meet each community's goals for economic development and community stability. For more information on the Nechako-Kitamaat Development Fund Society, visit its website at www.nkdf.org.

Corporate Governance

The NKDFS is governed by a government-appointed board of directors, the majority of who live in the investment area and represent a range of regional interests:

- Lianne Olson, Rio Tinto Alcan Inc.
- Greg Goodwin, Province of B.C.
- Ray Klingspohn, Vanderhoof (Secretary/Treasurer)
- Shelley Wall, Burns Lake
- Mike Robertson, Southside
- Wayne Salewski, Vanderhoof (Chair)

Biographical information can be located at: nkdf.org/aboutus/board-members.

Performance Results for 2014/15

The Society received a total of 23 new applications during the 2014/15 fiscal year and approved 17, totaling $531,005. Two examples of the approved projects are:

- Nechako Valley Search and Rescue - Training Facility Renovation, $61,678
  With this funding Nechako Valley Search and Rescue will renovate a building to create a Search and Rescue training facility in Vanderhoof.
- Lakes District Outdoor Recreation Society (LORS) - Recreation Site Accessibility, $6,650
  This approval is for LORS to upgrade six recreation sites with wheelchair accessible tables and outhouses.

NKDFS Financial Resources Summary Table

($ in thousands)	2013/14 Actual	2014/15 Budget	2014/15 Actual	2015/16 Budget	2016/17 Budget
Revenues	577	654	590	600	600
Expenses	538	654	581	600	598
Net Income	**39**	**0**	**9**	**0**	**2**

Appendix A: Ministry Contact Information

Ministers' Offices

Honourable Shirley Bond
Minister of Jobs, Tourism and Skills Training and Minister Responsible for Labour
PO Box 9071
Stn Prov Govt
Victoria B.C. V8W 9E2
Email: JTST.Minister@gov.bc.ca.
Phone: 250 356-2771

Honourable Naomi Yamamoto
Minister of State for Tourism and Small Business
PO Box 9054
Stn Prov Govt
Victoria B.C. V8W 9E2
Email: STSB.Minister@gov.bc.ca
Phone: 250 356-0946

Parliamentary Secretary for the BC Jobs Plan
Greg Kyllo
Parliamentary Secretary for the BC Jobs Plan
East Annex, Parliament Buildings
Victoria, B.C. V8V 1X4
Email: greg.kyllo.mla@leg.bc.ca
Phone: 250 953-0964

Deputy Minister's Office
Athana Mentzelopoulos
Deputy Minister
Ministry of Jobs, Tourism and Skills Training and Minister Responsible for Labour
PO Box 9846
Stn Prov Govt
Victoria B.C. V8W 9T2
Email: DM.JTST@gov.bc.ca.
Phone: 250 952-0102

To learn more about the numerous programs and services provided by the Ministry of Jobs, Tourism and Skills Training and the Ministry Responsible for Labour please visit www.gov.bc.ca/jtst

To find a specific person or program in the Ministry of Jobs, Tourism and Skills Training and the Ministry Responsible for Labour, you can use the B.C. Government Directory.

Appendix B: List of Crowns, Agencies, Boards and Commissions

Crown Corporations

Destination British Columbia
12th Floor - 510 Burrard Street
Vancouver, BC,V6C 3A8
Email: ContactTourism@DestinationBC.ca
Phone: 604 660-2861
Website: www.destinationbc.ca

Industry Training Authority
8th Floor – 8100 Granville Avenue
Richmond, BC V6Y 3T6
Email: customerservice@itabc.ca
Phone: 1 866 660-6011 or 778 328-8700
Website: www.itabc.ca

Nechako-Kitamaat Development Fund Society
PO Box 101
Prince George, BC V2L 4R9
Phone: 250 964-4066
Email: manager@nkdf.org
Website: nkdf.org/

Trades Training BC
c/o 101-1124 Fort Street
Victoria, BC V8V 3K8
Phone: 250 595-4866
Email: jimreed@synachor.com
Website: www.tradestrainingbc.ca

Agencies, Boards and Commissions:

Employment Standards Tribunal
Suite 650 Oceanic Plaza
1066 West Hastings Street
Vancouver, BC, V6E 3X1
Phone: 604 775-3512
Email: registrar@bcest.bc.ca
Website: www.bcest.bc.ca

Labour Relations Board
Suite 600, Oceanic Plaza
1066 West Hastings Street
Vancouver, BC, V6E 3X1
Phone: 604 660-1300

Email: Information@lrb.bc.ca
Website: www.lrb.bc.ca

North Island-Coast Development Initiative Trust
108 - 501 4th Street
Courtenay, BC, V9N 1H3
Phone: 250 871-7797 (Ext. 227)
Email: info@islandcoastaltrust.ca
Website: www.islandcoastaltrust.ca

Northern Development Initiative Trust
301 – 1268 Fifth Avenue
Prince George, BC V2L 3L2
Phone: 250 561-2525
Email: info@northerndevelopment.bc.ca
Website: www.northerndevelopment.bc.ca

Southern Interior Development Initiative Trust
103 - 2802 - 30th Street
Vernon, BC, V1T 8G7
Phone: 250 545-6829
Email: admin@sidit-bc.ca
Website: www.sidit-bc.ca

Workers' Compensation Appeal Tribunal
150 - 4600 Jacombs Road
Richmond, BC, V6V 3B1
Phone: 604 664-7800, or 1 800 663-2782
Website: www.wcat.bc.ca

WorkSafe BC
Claims Call Centre: 1-888 967-5377
Crisis Support Line: 1-800 624-2928
Emergency and Accident Reporting: 1-888 621-SAFE (7233)
Website: www.worksafebc.com
(Please see the WorkSafe BC Contact Us page for a list
of regional offices and other WorkSafe BC contact information).

Appendix C: Ministers' Mandate and Actions Summary

Minister of Jobs, Tourism and Skills Training

Premier Christy Clark's June 10, 2013 mandate letter to the Minister of Jobs, Tourism and Skills Training and Minister Responsible for Labour provided direction on strategic priorities for 2014/15. These priorities and the Ministry's resulting actions are summarized below:

Mandate Letter Direction	Ministry's Action/Status
1. Balance your ministerial budget in order to control spending and ensure an overall balanced budget for the Province of British Columbia.	**Completed:** Financial targets for the year were met, and will be verified through the release of the 2014/15 Public Accounts.
2. Refresh, set new ambitious goals and continue implementation of the *BC Jobs Plan*.	**Completed:** The 3-Year Jobs Plan Progress Report, released in September 2014, refreshed the plan by setting 71 ambitious new "Looking Ahead Commitments" across the eight Jobs Plan sectors and four cross-sector areas.
3. Working with the ministries of Advanced Education and Education develop a seamless 10-year skills training plan for students from high school through entry into the workforce.	**Completed:** *B.C.'s Skills for Jobs Blueprint: Re-engineering Education and Training* was released April 29, 2014.
4. Review the role and function of the Industry Training Authority.	**Completed:** *Industry Training Authority Governance Review* ("McDonald Report") released (April 29, 2014). Government has accepted all 29 recommendations.
5. Working with industry, training organizations and labour, identify areas of apprenticeship reform to improve results and reduce barriers to apprenticeship participation either on the part of employers or apprentices.	**Completed:** Actions taken as part of: • *B.C.'s Skills for Jobs Blueprint: Re-engineering Education and Training* released (April 29, 2014) • McDonald Report.
6. Review sectoral jobs round tables outcomes to ensure that government is meeting the needs of industries as they face the challenges of a growing economy.	**Completed:** In March 2015, completed a review of the sectoral partnerships tables and Labour Market Partnership Program. Recommendations from the review are being implemented to further support the labour market needs of a multiple sectors of the B.C. economy.
7. Working with the Ministry of Education, identify best practices and pilot new programs to ensure high school students are able to obtain applied trades skills while in high school.	**Completed**: Actions taken as part of: • *ITA Youth Strategy*. • *B.C.'s Skills for Jobs Blueprint: Re-engineering Education and Training* released. • McDonald Report.

8. Working with the Ministry of International Trade and the Intergovernmental Relations Secretariat, act as lead ministry for Premier's trade missions.	**Ongoing:** • Supported the development of the creative sector (film and digital media) component of the Premier's October 2014 trade mission to India (with visits to New Delhi, Chandigarh, Bangalore and Mumbai). • Worked with the Ministry of International Trade and with Creative BC to support the B.C. film and digital media business delegation, both domestically and in India, to advance mission outcomes.
9.Execute on our provincial tourism strategy and achieve goals as described in *Gaining the Edge*, the provincial sectoral strategy for tourism in our *BC Jobs Plan*.	**Ongoing:** Actions to date include: • Launch of Destination BC's new Corporate Strategy and Marketing Plan (Nov. 4, 2014). • Launch of new provincial tourism brand, via Destination BC (Nov. 4, 2014).
10. Implement film industry commitments as outlined in Strong Economy, Secure Tomorrow including increased tax credits for post production and a new BC Film Commission office in California.	**Completed: Actions in 2014/15 included:** • Supporting the work of the Ministry of Finance to expand the DAVE tax credit. • Supporting the work of the Ministry of Finance to extend the Interactive Digital Media Tax Credit to August 31, 2018. This tax credit was extended through Budget 2015. • Leading the launch and opening of the BC Film Office in Los Angeles, which became operational February 2015.

Minister of State for Tourism and Small Business

Premier Christy Clark's June 10, 2013 mandate letter to the Minister of State for Tourism and Small Business provided direction on strategic priorities for 2014/15. These priorities and the Ministry's resulting actions are summarized below:

Mandate Letter Direction	Ministry's Action
1. With the Minister of Jobs, Tourism and Skills Training, balance your ministerial budget in order to control spending and ensure an overall balanced budget for the Province of British Columbia.	**Completed:** Financial targets for the year were met, and will be verified through the release of the 2014/15 Public Accounts.
2. Ensure implementation of Small Business Accord and monitor for effectiveness of initiatives.	**Ongoing:** Actions taken to date include: • Establishing the Open for Business Awards. • Launching the first-ever Premier's People's Choice Award. • Launching the LNG-Buy BC program. • Holding regional procurement seminars. • Holding regional succession planning workshops. • Implementing a Small Business Awareness Strategy.
3. With the Ministry of Technology, Innovation and Citizens' Services ensure that government Request for Proposals (RFP) documents are reduced to two pages for contracts under $250,000 to enable more small businesses to participate in government procurement.	**Completed:** Introduced a new two-page, Short-form RFP in April 2014.
4. With the Ministry of Technology, Innovation and Citizens' Services develop strategies and reporting systems to increase government procurement from small businesses by 20 per cent.	**Ongoing:** Actions taken to date include: • Release of the final report of the Small Business: Doing Business with Government Project. • Establishment of a baseline for government procurement from small business.
5. Create and provide Premier Christy Clark with options for best executing on our commitment to having the Premier's Small Business of the Year awards which will celebrate and recognize the best in B.C. small business community.	**Completed:** Premier's People's Choice Award to recognize and celebrate the best of B.C.'s small business community are now held every February.
6. Execute on the provincial tourism strategy and achieve goals as described in *Gaining the Edge*, the provincial sectoral strategy for tourism in our *BC Jobs Plan*.	**Ongoing:** Actions to date include: • Launch of Destination BC's new Corporate Strategy and Marketing Plan (Nov. 4, 2014). • Launch of new provincial tourism brand, via Destination BC (Nov. 4, 2014).

In her role as the Minister of State for Tourism and Small Business and under the *Balanced Budget and Ministerial Accountability Act*, the Honourable Naomi Yamamoto has also been responsible for achieving the following results in 2014/15:

a. Lead the work of the small business portfolio and support the implementation of initiatives that contribute to making British Columbia one of the most small business friendly jurisdictions in Canada. **(Achieved).**

b. Implement the BC Small Business Accord, and monitor the effectiveness of initiatives. **(Achieved).**

c. Support and direct the ongoing work of British Columbia's Small Business Roundtable to help identify key issues and opportunities facing small businesses in British Columbia. **(Achieved).**

d. Work across government and in partnership with private sector organizations and other levels of government and continue to deliver tools, training and information to assist small business start-up and growth in all regions of British Columbia. **(Achieved).**

e. Work with Ministry of Technology, Innovation and Citizens' Services to monitor the implementation and impacts of the framework to reduce to two pages government request for proposal documents for contracts under $250,000 for the purpose of enabling more small businesses to participate in government procurement. **(Achieved).**

f. Work with Ministry of Technology, Innovation and Citizens' Services towards increasing small business participation in government procurement by at least 20 per cent. **(Achieved).**

g. Monitor the implementation of the inaugural Premier's Small Business of the Year awards which were developed for the purpose of recognizing and celebrating the best of the British Columbia small business community. **(Achieved).**

h. Review and update the 2011 provincial tourism strategy, *Gaining the Edge*, and work with partners to implement that strategy. **(Underway).**

i. Work with the Ministry of Finance to explore options within the government fiscal plan that could support a possible phased reduction of the small business tax rate by 40 per cent. **(Underway).**

j. Submit to Cabinet a report on the results referred to in paragraphs (a) to (i) on or before March 31, 2015. **(Achieved).**